

ATTORNEY DOCKET NO.
073897.0132

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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: William Walker Franklin et al.
Serial No.: To be Determined
Filing Date: August 26, 2003
Group Art Unit: Unassigned
Examiner: Unassigned
Title: **SYSTEM AND METHOD FOR CUSTOMIZED
INTELLIGENT CONTACT ROUTING**

MAIL STOP PATENT APPLICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450


Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97, and 1.98, that the documents listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of each document is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), Applicants makes no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicant


Jay B. Johnson
Reg. No. 38,193

Date: 8/26/03

Correspondence Address

Customer Number or Barcode Label:

05073

Patent Trademark Office

PTO-1449

Application No.
To be AssignedApplicant(s)
Franklin, et al.**Information Disclosure Citation
In an Application**Docket Number
073897.0132Group Art Unit
UnassignedFiling Date
Aug. 26, 2003**U.S. PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,878,130	03/02/1999	Andrews et al.	379	265	04/28/98
	B	6,480,597	11/12/02	Kult et al.	379	242	06/12/98
	C	6,556,671	04/29/03	Beauvois	379	265.02	05/31/00
	D	6,560,329	05/06/03	Draginich et al.	379	265.02	04/29/99
	E	US 2002/0076031 A1	06/20/02	Falcon et al.	379	265.11	11/20/01
	F						
	G						
	H						
	I						
	J						
	K						
	L						
	M						
	N						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	O							
	P							
	Q							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	R		
	S		
	T		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE